

Section C

Statement of Work

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## C.1 Introduction

This is a fixed unit price services contract for workers' compensation claims services at the Hanford Site. The contractor will provide services in the processing of workers' compensation claims for certain covered site contractors (listed in Section J, Attachment J.2), and others as directed by the contracting officer (CO) or designee in accordance with the Revised Code of Washington (RCW) 51, the Washington State Department of Labor and Industries (WSDL&I) Self Insurance Section Claims Administration Policy Manual, WSDL&I Workers' Compensation Manual – A Guide to Claims Adjudication in Washington State, as revised during contract performance and the Washington State Code (WAC) 296, Department of Labor and Industries. The contractor shall comply with all applicable Federal, State, and local requirements and where these requirements differ, the contractor shall comply with the more stringent requirement. Where established requirements do not exist, the contractor shall provide workers compensation services using current best practices in workers compensation claims management and administration.

The purpose of the workers' compensation program at the Hanford Site is to provide for appropriate medical care, make benefit payments in a timely manner, minimize disability, and return injured and/or ill employees to the job of injury, other suitable employment within the Hanford Site or other gainful employment. The program will be administered to preserve the assets of the government and its covered site contractors. It is the government's policy to pay full benefits as required by Washington State law. The contractor shall deliver benefits in accordance with the rates prescribed by the WSDL&I unless directed by the CO or listed below in items C.2, a – p.

Upon commencement of performance, the contractor is required to establish and maintain a claims management office in the Richland, Washington area, with personnel dedicated to the management and administration of the Hanford Site Workers' Compensation Program. The contractor facility shall have Hanford Local Area Network (HLAN) access.

The contractor shall provide a customer service telephone line accessible by all eligible contractor employees (current and former), DOL, and providers of services. The telephone shall be answered by contractor personnel during the contractor's normal business hours. Voice mail is required during hours outside the contractor's normal business hours. The contractor must respond to voice mail messages within 24 hours of receipt, or the next business day whichever is sooner.

## C.2 Description of Services

The contractor shall provide the following services in addition to C.1:

- a. review active claims every 30 days, at a minimum, by a claim adjuster;
- b. establish a claim file upon notice or independent knowledge of an industrial injury or occupational disease, which meets the definition of a compensable injury or occupational disease as those terms are defined in Revised Code of Washington (RCW) 51.08 and notification to the cognizant contractor and the occupational health services provider within one (1) working day;
- c. establish a new claim file (run-off claims) for all claims transitioned from WSDL&I;
- d. provide authorization and payment for medical services for open/active claims in accordance with paragraph C.1 and contract clause H.7, DOE's Claimant Benefit Payment Account;
- e. provide accurate and factual communication to, and coordination among, the claimant, the attending physician, the responsible contractor, the Hanford Site occupational medical services contractor provider, and any other entity involved in the management of a claim;

- f. provide legal counsel to internal staff as necessary;
- g. provide Registered Nurse (RN) case manager review of medical reports, treatment, or examination and to consult with claimant's authorized treating and/or retained independent medical examinations (IME)/medical examinations (ME) physician(s) to resolve medical questions;
- h. provide written recommendations to DOE requesting approval for IMEs, investigations, and/or vocational rehabilitation services for specific claims; upon approval make the necessary arrangements for such services;
- i. notify DOE of any safety trends or weaknesses identified through performance of this contract;
- j. provide reports and information regarding individual industrial injury and illness claims to DOE, covered site contractors and others as designated by the CO;
- k. evaluate future liability for claims to establish reserves; review reserves on a monthly basis providing notification of substantial reserve changes to the responsible contractor and DOE;
- l. maintain electronic claims files in David/Renaissance database accessible by DOE and others designated by the CO. The individual covered site contractors shall have access to only those portions of the database containing information on the specific claims of their employees. The contractor shall provide training sufficient to enable all parties to operate the system effectively;
- m. conduct monthly meetings with covered site contractors separately to discuss status on open claims. At these monthly meetings the contractor shall be prepared to give complete details on any open claims;
- n. conduct periodic meetings as requested by DOE to discuss matters of general interest to all covered site contractors;
- o. cooperate in audits, reviews or other investigations as designated by the CO;
- p. manage claims that have received a Positive Physicians Panel Determination (PPPD) through the DOE-HQ Office of Worker Advocacy in support of the Energy Employees Occupational Illness Compensation Program Act (any other condition that is identified in an open claim shall be processed in accordance with RCW 51) for claims up to the amendment of the EEOICPA Act, effective October 28, 2004. For claims from October 28, 2004 through contract expiration, the amendment replaced Part D of EEOICPA with Part E. Part E will be administered by the Department of Labor Division of EEOICPA (effective January 24, 2005 per Modification M001).
- q. record all phone calls between claims adjusters and claimants using a Voice Recording Package approved by the government and purchased by CCSI as a reimbursable expense under the contract.
- r. develop, submit for Contracting Officer approval, and use the approved Quality Assurance Surveillance Plan to ensure that all (100 percent of) calls between adjusters and claimants are recorded and a random percentage are monitored for quality assurance in accordance with the Quality Assurance Surveillance Plan.
- s. q. Provide reports to contractor/subcontractor's covered under DOE's self-insurance. The reports will include; 1) Status Report of Individual Claims by Contractor/ Subcontractor;

Name; Claim Numbers, Nature/Type of Injury; Date of Injury; Benefits/Costs Paid. Provided monthly. 2) Open Case Liability Estimate Report by Contractor/ Subcontractor; List of claims by contractor with reserves; amounts of outstanding reserves; and paid reserves. Provided monthly. 3) Report by Contractor/ Subcontractor; Numbers and costs of injuries by injury types/nature, etc; average length of claims, claims costs by received year and claims cost by nature of injury. Provided bi-annually. 4) Annual Statistics Report of Claims; Numbers and costs of claims by injury types/nature, etc; average length of claims by contractor. provided annually. This list of reports does not exempt CCSI from any reports required under RCW 51.

**C.3     Management and Oversight of Insurance Claim Number 8600232**

The Contractor shall provide case management services to include facilitation of the processing of medical claims and coordination of payment of medical expenses for Industrial Insurance Claim number 8600232. Payments made shall be in accordance with Section J, attachment J.6, Arbitration Award dated February 18, 2004.

**C.4     Transition Requirements**

The Contractor shall accomplish transition from the existing provider of workers' compensation claims administrative services between the date of contract award and September 30, 2009. During this transition period, the existing provider will be responsible for delivery of workers' compensation claims administrative services. The Contractor shall implement its proposed Transition Plan, as approved by the Contracting Officer